MULTIMEDIA UNIVERSITY

STUDENT ID NO

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FINAL EXAMINATION

TRIMESTER 1, 2019/2020

BEP3014 - ENTERPRISE SYSTEMS PLANNING AND MANAGEMENT

(All sections / Groups)

19 OCTOBER 2019
2:30 PM – 4:30 PM
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This Question paper consists of **3** pages (excluding cover page) with **4** Questions only.

2. Attempt **ALL** questions. All questions carry equal marks and the distribution of the marks for each question is given.

3. Please write all your answers in the **Answer Booklet** provided.

Attempt **ALL** questions.

QUESTION 1

a) You are hired as an ERP consultant by Choco Biscuits Sdn Bhd. The production manager would like to understand the data flows between supply chain management, human resource, sales & marketing, and accounting & finance. Positioning *Marketing and Sales* at the center, draw and label the data flows among the departments as stated above.

(16 marks)

b) You are working as Chief Technology Officer in MeiBank Finance. The CEO of your bank wants you to customize the legacy ERP system of your bank to allow potential customers to manage transactions, such as apply loans, payments, credit transfers, and paying bills using mobile applications in their smartphones or tablets. Is legacy ERP system flexible and easy to make such customization changes? Discuss.

(9 marks)

[Total: 25 marks]

QUESTION 2

5 Ways Big Data is Changing ERP Software

Posted on 22nd August 2014 by Rick Carlton

According to today's tech media, Big Data systems are on the way to creating some of the most celebrated operational impacts since Oracle's SQL V.1. Much is being made about real-time information 'anywhere, everywhere, all the time', while other assertions claim that Big Data systems are so 'smart' that these technologies 'think ahead' of customers and managers, as if they represent some kind of software-based life form.

Nevertheless, while this kind of media visibility does impart kernels of truth here and there, when one gets in the weeds these opines rarely articulate what is really going on from a practical perspective, and more importantly, what changes to our ERP systems are going to arise. In turn, this 'all hat no cattle' media approach tends to create a host of practical problems for enterprise managers who are simply trying to keep up in the midst of all of the ERP Big Data whitenoise.

Consequently, this dearth of administrative interest is particularly vexing to those who are responsible for daily ERP operations, since to be fair, these systems were clearly seen to be representative of what 'big data' passed for back in the day. However, venerable platforms like Oracle ERP, SAP and others are not taking today's ERP Big Data emergence lying down, by moving quickly toward direct integrations with newly hatched flex-scale network systems like Apache Hadoop, in addition to proprietary wrinkles like SAP's HANA in-memory layer and Oracle's Big Data Appliance. Nevertheless, while managers can now learn more about the bowels of emergent Big Data systems on top of the drumbeat of press hyperbole, there's still a knowledge gap present, since from a pure management perspective little is being said about the specifics of the impacts on ERP modules.

Source: Carlton, R. (2014). 5 Ways Big Data is Changing ERP Software. Retrieved from https://www.erpfocus.com/five-ways-big-data-is-changing-erp-software-2733.html

Continued....

Based on the article excerpt, answer the following questions:

a) Describe the concept of Big Data and the requirements needed to process Big Data.

(4 marks)

b) The excerpt of the article above pointed out that the positive impacts of Big Data for ERP are not realized by administrative managers. Discuss how Big Data can benefit the *project management scheduling*, *manufacturing quality assurance*, and *expanded customer profiling*.

(15 marks)

c) What are the **TWO (2)** main challenges of using a multidimensional cube structure to process Big Data?

(6 marks)

[Total: 25 marks]

QUESTION 3

a) You are working as a production manager at JoyJuice Sdn Bhd. This company currently manufactures two types of packet drinks- Chocolate Joy and Coffee Joy. The company can produce 200 packet drinks per day. The table below illustrates the *Sales and Operations Planning* for month of January to June.

SOP		Jan	Feb	March	April	May	June
Sales Forecast		4423	4504	4536	5125	4799	5039
Production Plan		4500	4600	4400	5000	4799	5039
Inventory	500	A					
Working Days		25	25	27	28	26	22
Capacity (unit)		B					
Utilization		C					
Chocolate Joy	70%	D					
Coffee Joy	30%	E					

Continued....

i. Calculate the values for A, B, C, D, and E.

(15 marks)

ii. You noticed an issue with the production plan. Identify the problem and suggest **TWO (2)** possible solutions to resolve the issue.

(5 marks)

b) Describe *tolerance group* in the context of ERP systems.

(5 marks)

[Total: 25 marks]

QUESTION 4

a) Outline **FIVE (5)** responsibilities of an HR department.

(10 marks)

b) As a Chief Knowledge Officer (CKO) of Omega Snacks Sdn Bhd, you are required to prepare a multimedia presentation that teaches marketing concepts to your new sales employees. Based on the following process actions, develop a process flowchart:

- First, if the concept is not abstract, then it may be possible to record the subject.
- If you have access to the subject of your multimedia presentation, then you should record audio, video, or graphic images, as appropriate.
- If your concept is abstract or you do not have access to it, then you should search to see if someone has already created media that illustrate the concept sufficiently for your use.
- If an alternate source does not exist, you must create drawings, animations, or simulations of the concept.
- If you find existing material, you have to obtain copyright clearance, unless it is in the public domain or your use is covered by the Fair Use Guidelines.
- If the media are not in digital form, you must digitize them before distribution to employees.

(15 marks)

[Total: 25 marks]

End of Paper